



# Early Learning Coalition of Palm Beach County

*Ready to Learn. Ready for Life.*

Welcome to the Palm Beach Provider Web Portal

The Palm Beach Provider Portal allows childcare providers with internet access the ability to submit their application for a School Readiness, Children Services Council Scholarship or Voluntary Prekindergarten agreement online. The information for each provider is secure and viewable only by entering your User ID and password.

The Palm Beach Provider Portal is managed by the Early Learning Coalition of Palm Beach County. Please contact your Coalition System Specialists listed below for any questions and assistance.

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*\* If you are a Home Care Provider your System Specialist is designated by your last name.*

*\*If you are a child care center your System Specialist is designated by your first name of your license.*



**Early Learning Coalition  
of Palm Beach County**  
*Ready to Learn. Ready for Life.*

**USER MANUAL**

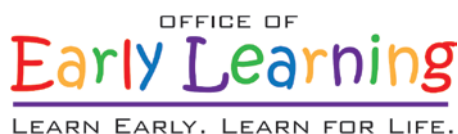
**FOR THE**

**PALM BEACH CHILD CARE**

**PROVIDER PORTAL**

Created: April 24, 2014

Funded by:



# 1.0 INTRODUCTION

This user guide provides information about the features and use of the screens on the Palm Beach Child Care Provider Portal, referred to as the Provider Portal.

## 1.1 About This Guide

### Purpose

This user guide provides a basic description of the use and features of screens used in the Portal.

### Use of this Guide

This user guide provides step-by-step instructions for site navigation. It provides detailed screen information and instructions for accessing and completing screens needed to submit a childcare agreement application.

### Graphics

The graphic illustrations in this guide are screen captures that show all of the provider portal screens required to submit a childcare agreement application. The entries seen in the illustrations in this guide are not actual provider data.

## 1.2 About the Palm Beach Child Care Provider Portal

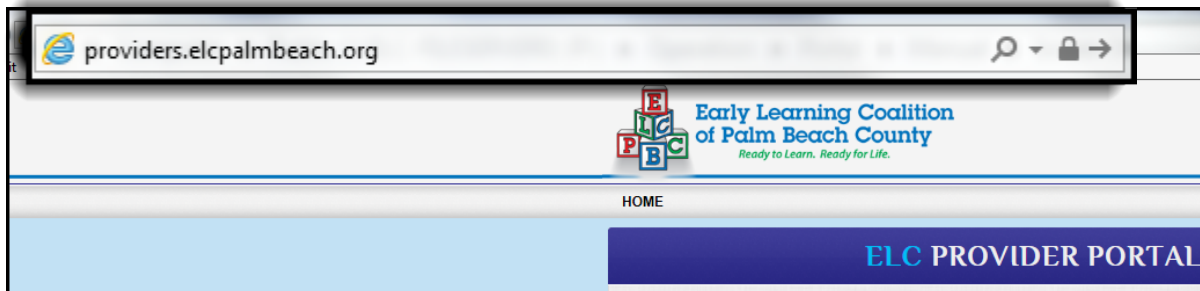
The Provider Portal is an online web based application designed for providers to create and submit their childcare agreement application(s) online. It also allows the provider to upload documents required to support their agreement application(s). All the screens on the Provider Portal use drop-down menus and point-and-click techniques to provide an easy-to-use method for providers.

## 2.0 PROVIDER PORTAL BASIC INFORMATION

### 2.1 Accessing the Provider Portal

The provider must have access to the internet in order to use the Provider Portal. Once connected to the internet, please follow the steps below:

1. Open your internet or web browser (i.e., Internet Explorer, Google Chrome, Firefox, etc.).
2. Type the Provider Portal web address into the URL bar at the top of the screen: [providers.elcpalmbeach.org](http://providers.elcpalmbeach.org)



3. Press the Enter key. The website opens at the Login Screen.

There is a second method to access the provider portal. Follow the steps below for the alternative method:

1. Open your internet or web browser (i.e., Internet Explorer, Google Chrome, Firefox, etc.).
2. Type the Early Learning Coalition of Palm Beach County's web address into the URL bar at the top of the screen: <http://www.elcpalmbeach.org>



3. Press the Enter key.
4. Click on the blue "Provider Portal" tab at the top of the screen



5. This will open the portal website at the login screen

## 2.2 Creating an Account

If this is the first time accessing the portal, you must create a User Name and Password. The following are step by step instructions for creating a new account.

**CREATE ACCOUNT**

Username (email)

Re-enter Username

Free email address are available through [Yahoo](#) or [Google](#)

Password

Re-enter Password

The following information will be used to verify your Provider status.

Provider Id

Provider Extension

1. Open the portal login screen
2. On the right side of the screen find "Create Account"
3. Enter User Name (email address)
4. Re-enter your User Name
5. Create a password. Passwords are required to be at least 7 characters in length. They must contain characters from 3 of the following 4 categories:
  - Upper case letters,
  - Lower-case letters,
  - Numbers 0-9, and
  - Non-alphanumeric characters such as \$, #, \*.*\*Remember passwords are case sensitive*
6. Re-enter your password
7. Enter your provider ID.  
This is either your EIN (Employer Identification Number) or SSN (Social Security Number), which can both be found on your W-9 form.
8. Enter your provider extension.  
This information can be found on your attendance sheets. If you do not know this information, please contact your Coalition System Specialist.

Attestation: The undersigned represents and warrants that he/she has full and complete authority to access and submit information on behalf of the entity listed below.

Name of the Child Care Business

Title

Select one...

First Name

Last Name

Phone Number

Email address to be used for communications by the Coalition

Enter a Security Question and Answer to be used in case of password reset.

Security Question (Create your own)

Security Question Answer

Do not register again if you have previously used the site. Use the reset password link in the Login panel if you need to reset your password!

**CREATE ACCOUNT**

9. Below the provider extension you will see an attestation which states: The undersigned represents and warrants that he/she has full and complete authority to access and submit information on behalf of the entity listed below.

10. Enter the Name of the Child Care Business.

11. Select a title.  
Please note: Only an Owner, Director, or Authorized Representative of the childcare site can create a Login Account.

12. Enter your first name.

13. Enter your last name.

14. Enter your phone number

15. Enter your e-mail address to be used by the Coalition for future communication

16. Enter a security question.  
You can use any question. It is recommended you use a question that ONLY you will be able to answer.

17. Enter the answer for your security question.

18. Select the blue "Create Account" button.  
*\*Review all the information for accuracy*  
*\*User accounts can only be created one time*

## 2.3 Logging in

- Type your username (e-mail) into the Username box
- Type your password into the Password box
- For security reasons, if an incorrect Password is entered too many times in a row, you will be locked out of the Portal. If a lockout occurs, you will need to contact your Coalitionsystem specialist.
- If you forget your password, click on the Reset Password link.

## 2.4 Resetting your Password

- Select the reset password link on the bottom left hand side of the login window
- Enter your user name (e-mail)
- Enter your provider ID. This is either your EIN (Employer Identification Number) or SSN (Social Security Number), which can both be found on your W-9 form.
- Enter your provider extension. This information can be found on attendance sheets. If you do not know this information, please contact your Coalition system specialist.
- Create a new password. Passwords are required to be at least 7 characters in length. They must contain characters from 3 of the following 4 categories:
  - Upper case letters,
  - Lower-case letters,
  - Numbers 0-9, and
  - Non-alphanumeric characters such as \$, #, \*. One example would be :ABC123\$
- **Remember, passwords are case sensitive.**
- Re-enter your password.
- Review the information for accuracy.
- Select the blue “Reset Password” button at the bottom of the window

## 3.0 Agreement Applications

### 3.1 The Home Screen

The Home Screen can be accessed at any time by clicking the “Home” button at the top of your screen.

#### Select Agreement Type Window

- In this window you will see an icon for each type of application
  - School Readiness
  - CSC Scholarship
  - Voluntary Pre-Kindergarten

#### Downloadable Documents Window

- This window contains supporting documents for providers

#### Helpful Information Links Window

- This window has links to other web pages that are useful to providers

### 3.2 New School Readiness/CSC Scholarship Agreement

For the School Readiness and CSC Scholarship Agreement applications follow the same procedure after accessing the corresponding agreement type

- Start on the Home Screen
- Select the “School Readiness (CSC Scholarship)” icon
- This will bring you to the School Readiness (CSC Scholarship) Dashboard
- Select “New School Readiness (CSC Scholarship) 2014-2015 Agreement”
- A window will appear and ask you to verify that this is the agreement you wish to create.
- Select “Yes”
- This will bring you to the Agreement Details screen.
- The Agreement status will say “Creating”
- Under FORM, select “School Readiness (CSC Scholarship) 2014-2015”
- This will bring you to the first tab in the application.
- Tab 1 License info: The information you will enter in this tab will be based on licensing requirements.
- Tabs 2 and 3: captures your accreditation and Gold Seal information.



- Tab four: curriculum, licensed capacity and vacancy information.
- Tab five: the setting and the environment of your facility.
- Tab six: any additional fees your program charges.
- Tab seven: provision of meals and other facility information
- Tab eight: rate sheet, these are the rates you charge the public. As a reminder, the Coalition cannot pay more than its maximum rate.
- Tab nine: information about your program's operating hours and schedule.
- Tab ten: extra services you may provide and for staff education.
- Tab eleven: additional information including financial assistance and transportation.
- Tab twelve: holidays. This tab has 6 pre-populated designated holidays. Also, if applicable, it has room for up to 6 additional reimbursed "floating" holidays. Non-reimbursable closures are also entered here.
- Tab 13: insurance information- general liability, which is required. And auto and worker's compensation, if applicable.
- Tab 14: electronic signature. Prior to entering your electronic signature please view the printable form for accuracy. Then review the contract terms and conditions. Once you have read the "electronic signature statement" click the acknowledgement box.
- In the Signature of Authorized representative field, please enter your first and last name.
- Enter your title and then the date.
- Scroll to the top of the screen and select Save and Close.
- This will bring you back to the Agreement Detail Screen.
- The Agreement Status still says "Creating" you will see a gray button titled "Submit Agreement."
- Select the "Submit Agreement" button
- In the "Submit Confirmation" window select "Yes."
- The Agreement Status will change to "Submitted."

- As a reminder your contract is not fully executed until the Agreement Status says “Certified.”

### 3.3 New Voluntary Pre-Kindergarten Agreement

- Start on the Home Screen
- Select the icon that says VPK
- This will bring you to the VPK Dashboard.
- Select “New VPK Fall 2014-2015 Agreement”
- A window will appear and ask you to verify that this is the agreement you wish to create.
- Select “Yes”
- This will bring you to the Agreement Details screen.
- Scroll down to Agreement status which should say “Creating”
- Under FORM you will see 5 forms
- In order to submit your application you must complete all 5 forms
- First Click OEL-VPK 10.
- This will open a fill-able VPK 10 form
- The VPK 10 form is for licensing and director requirements
- Before signing the form please read the electronic signature statement, then click the “By Electronic Signature” box
- When you are finished, select the Save Changes button
- If any fields were missed a window will be displayed asking you to complete the required fields
- This will bring you back to the Agreement Details Screen
- Next click OEL-VPK 11A
- The VPK 11A form is for instructor credentials
- Before signing the form please read the electronic signature statement, then click the “By Electronic Signature” box
- When you are finished, select the Save Changes button
- If any fields were missed a window will be displayed asking you to complete the required fields
- This will bring you back to the Agreement Details Screen
- If you need more room on your VPK 11A click the yellow button next to the OEL-VPK 11A form
- This will open a new OEL-VPK 11A form

- Next Click OEL-VPK 11B
- The VPK 11B form records all of your VPK Class Calendars
- Before signing the form please read the electronic signature statement, then click the “By Electronic Signature” box
- When you are finished, select the Save Changes button
- If any fields were missed a window will be displayed asking you to complete the required fields
- This will bring you back to the Agreement Details Screen
- If you need more room on your VPK 11B click the yellow button next to the OEL-VPK 11B form
- This will open a new OEL-VPK 11B form
- Next click OEL-VPK 20
- The VPK 20 form is your State of Florida Voluntary Pre-Kindergarten Education Program Statewide Provider Agreement
- Before signing the form please read the document fully, then click the “By Electronic Signature” box
- When you are finished select the Save Changes button
- If any fields were missed a window will be displayed asking you to complete the required fields
- This will bring you back to the Agreement Details Screen
- Next click VPK Guidelines
- This document outlines the procedures for making changes to your VPK program.
- Before signing the form please read the document fully
- When you are finished, select the Save Changes button
- If any fields were missed a window will be displayed asking you to complete the required fields
- This will bring you back to the Agreement Details Screen
- You will notice that the Agreement Status is still “Creating,” but now you will be able to see a gray button “Submit Agreement”.
- Select the “Submit Agreement” button
- In the submit confirmation window select “yes”
- The Agreement Status will now change to Submitted.
- As a reminder your contract is not fully executed until the Agreement Status says certified.

## 3.4 Uploading Documents

- There are two ways to upload documents into the document library
  - Click “Add New Document”
    - Click “Choose File” to select the file from your computer
    - Select a folder using the “Select Category” drop down menu
    - Enter a description
    - Enter an expiration date
    - Click “Upload Document”
  - Select the desired folder by clicking on the name of the folder
    - Click “Add New Document”
    - Click “Choose File” to select the file from your computer
    - Enter a description
    - Enter an expiration date
    - Click “Upload Document”
    - To change folders in this method use the “Select Folder” drop down menu
    - To return to the SR Dashboard click the “SR Dashboard” link

## 3.5 Accessing an Agreement in Creating mode, or Submitted mode

- From your home screen click the desired agreement icon (SR, CSC, VPK)
- The status of your agreement will be displayed
- If an agreement is in “Creating” mode or “Submitted” mode you can still make changes to it
- You can ALWAYS upload documents into the document library
- Click “View the Agreement Details”
- Click “School Readiness (CSC, VPK) 2014-2015”
- Click on the page you wish to make changes to
- Click “Edit Form” to begin editing information on the page
- If you do not wish to save the changes click “Cancel Edit”
- To save the new information either click “Save Form” or just click on a different page
- Close the form by clicking “Close” on the signature page

### 3.6 Agreement Status Definitions

- Creating: Provider is in the process of completing an initial application
- Submitted: Provider has submitted the agreement to the Coalition for review
- Reviewing: Coalition is reviewing the agreement, provider can no longer make changes
- Reviewed: Coalition's review found no errors or missing information on its initial review and is sent for certification
- Rejected: Coalition's review found errors or missing information and sent the application back to the provider for editing.
- Certified: Agreement has been certified and executed by the coalition.
- Documents can be uploaded into the document library during any status of the agreement. Including, after the agreement has been certified.

### 3.7 Flow Chart

- Provider creates an agreement
- Provider submits agreement
- Coalition reviews agreement (provider can no longer make changes)
- Coalition accepts for certification or rejects the agreement back to the provider.
  - If rejected the provider makes changes and re-submits
- If the application is complete it will be certified
- If the application is not complete it will either go back to the provider for re-submission or continue to be reviewed by the coalition
  - Once the agreement is complete it will be certified